Belgacom IDS 310
Belgacom Forum™ 700

Operator Terminal

belgacom

User manual

This guide describes the services offered by the Belgacom IDS 310 operator station (OS) connected to a **Belgacom Forum 700** system.
This guide covers the specific functions of the Belgacom IDS 310 operator station (consult the station user manual for a decsription of the other services) :

- restricted service,
- reserving a group of outside lines for exclusive operator use,
- diverting operator calls to another number,
- broadcasting background music on the external loudspeaker,
- answering a night call,
- programming.

The operator station receives incoming calls and routes them to the appropriate extensions within the system.
Depending on the amount of traffic handled, your system can have one or more operator stations:

- grouped: all stations ring simultaneously,
- assigned to specific time periods: only stations currently operational will ring.

This option is set up by your installation technician.

How to use this guide ?

You have a Belgacom IDS 310 digital telephone. The large display, navigator and alphabetic keypad will help you use your telephone easily and make optimum use of the many functions offered.

Actions

Off-hook.

Hang up.

Description of an action or context.

Navigator

Move the navigation key up, down, to the left or to the right.

Display and display keys

Partial view of display.

Display key.

Programmable keys and icons

Line key.

Icon corresponding to key.

Key programmed by technician to access service.

Keypad

Numeric keypad.

Alphabetical keypad.

Specific key on numeric keypad.

Audio keys

Loudspeaker.

Hands free.

Adjustment “reduce”.

Adjustment “increase”.

Other fixed keys

Fixed key.

MENU key.

Other symbols used

Alternative to action sequence.

Important information.

These symbols can be supplemented by small icons or text. All default or customized function codes are given in the table of codes in the appended sheet.

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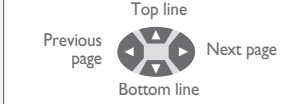
Getting to know your telephone

■ Navigator

Lets you browse through several pages of the display and select a line (the bottom line is implicitly active).



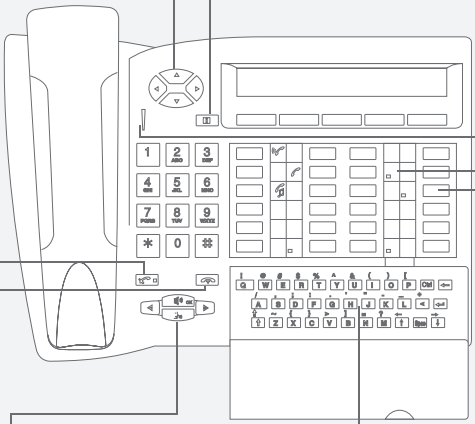
■ Guide key

This key lets you:

- obtain information about the telephone
- program the keys

Mute key so that your correspondent can no longer hear you.

Hang-up key
To terminate a call or programming.



■ Audio keys

Loudspeaker:
to share a conversation

to reduce loudspeaker or receiver volume

to increase loudspeaker or receiver volume

Hands free:
to make or answer a call without lifting the receiver

■ Alphabetical keypad

Protected by a flap, used for call by name, message service and programming. You have a self-adhesive **'Memo'** label to stick inside the flap.

■ Three-colour indicator light

The indicator light on your terminal enables you to monitor the system. The light has five possible statuses (colours and/or flashing):

Flashing green: message received (voice or screen) or call received in the " calls received " memory.

Orange fixed: indicates traffic overload level 1 (1 is calls on hold).

Flashing orange: terminal on test.

Red fixed: indicates traffic overload level 2 (call unanswered within 20 seconds or number of calls on hold exceeds number of operator stations).

Flashing red: several low priority system messages present or one very serious system message indicating a system hardware fault.

■ Programmable keys and icons

To make a call, activate a service or manage your calls.
Icons are associated with each of these keys:

Call icons:

- Incoming call (flashing).
- Call in progress.
- Call on hold.
- Call on common hold.

Function icons:

- Function active.
- Function requiring action.
- Terminal or line busy.

Preprogrammed function keys:

- INT/EXT — Internal or outside line key.
- Trunk 1 — Lines 1 to 15: Outside line key on your system.
- Divert calls to another number.
- Access the various mail services.
- Access your personal directory.
- Grp.Sup — Group supervision.
- Normal/Reset — Normal or restricted mode.
- ISDN — Make an ISDN call.
- Transfer call to another terminal.

Some other keys can be programmed by your installation technician as a function of your requirements:

- Key must be programmed by your technician to access a service.

1.1 Setting restricted service

This function sets the system to restricted service.
All incoming calls are directed to a general ring or a programmed number:

"Normal/ Restr" fixed key

operator password (by default HELP1954)

display and tone indicate service active

"Normal/Restr" key icon indicates service active

To restore normal service, repeat operation.

If an outside number has been entered by the installation technician, selection of restricted service will automatically divert calls received by the operator to the defined outside number.

1.2 Reserving a group of lines

For maximum availability of the operator station, thus assuring optimum reception of incoming calls, a group of outside lines can be reserved which will only be available to the operator station(s):

"Reserved TGp" programmed key

operator password (by default HELP1954)

display and tone indicate service active

"Reserved TGp" key icon indicates service active

To cancel the line reservation, repeat operation.

1.3 Manually diverting operator calls to another number

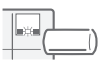
During a period of absence, the operator can divert all calls received (incoming calls and internals calls dialling 9) to another number:

"Att.Div" programmed key

enter the number of the terminal to receive the message

operator password (by default HELP1954)

→ **display and tone indicate service active**



OR

"Att.Div" key icon indicates service active

To cancel the line reservation, repeat operation.

1.4 Broadcasting background music on the external loudspeaker

"Bkg.Music" programmed key

operator password (by default HELP1954)

display and tone indicate service active

"Bkg.Music" key icon indicates service active

To cancel the line reservation, repeat operation.

1.5 answering a night call

An incoming night call is indicated in the same way as an ordinary call:

your telephone rings → **the night call name or n° is displayed**

OR

off-hook hands free

- **Opening the door:**

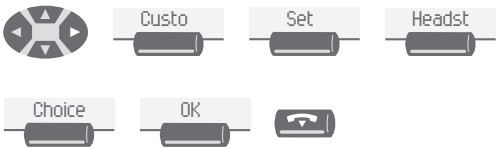
OR

'Unlock Door'
programmed key or function code

1.6 Using a headset

You can connect a headset instead of your receiver:

- **To activate or deactivate headset mode:**



activating or deactivating headset mode

- **Answering or making a call:**

hands free

- **To activate or deactivate the loudspeaker during a conversation:**

To answer in intercom mode:

1.7 When you return, consult your general voice mailbox

The light indicates that messages have been received.

GalMbx

operator password
(by default
HELP1954)

display number of new and old messages

Msg

display name of sender, with date, time and ranking of message

Prev

OR

Next

previous message

go to next message

AND/OR

Play

Clear

listen to message

erase message

2 Programming functions

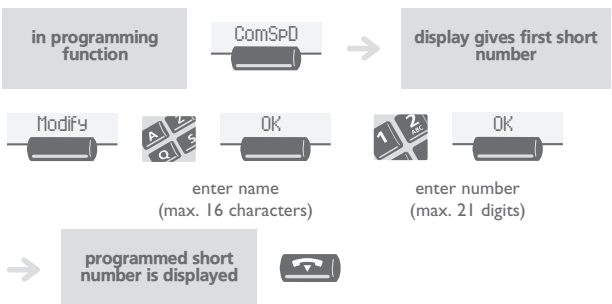
2.1 Accessing programming

Your **Belgacom Forum 700** system's operator station can access the general programming services.

operator password
(by default
HELP1954)

2.2 Programming system directory (ComSpD)

This function can be used to programme system short numbers, accessible to all system users:



- **To enter another short number:**

to select another short number

2.3 Programming date and time (Clock)

enter date and time

- **Changing date and time:**

previous character

next character

3 Setting various subscriber

3.1 Accessing the subscriber function

This function provides access to the various parameters defined for a system user or subscriber, identified by an extension number:

enter extension n° to be programmed

3.2 Subscriber name (Name)

enter name

- **Changing the name:**

previous character

next character

Name must be entered in format name/space/first name.

3.3 Resetting a subscriber password (ResCod)

This function is used to cancel a subscriber password and restore the default password (0000):

in "Subscriber" function

3.4 Subscriber display language (Lang)

This function is used to specificy the display language for the selected subscriber. Pressing this key scrolls the various languages available:

in "Subscriber" function

3.5 Subscriber personal directory (PerSPD)

This function is used to create the personal directory of the selected subscriber:

in "Subscriber" function

display gives first number

enter name (max. 6 characters)

enter public number (max. 19 digits)

Changing a name or number:

previous character

next character

3.6 Subscriber discrimination criteria (Barrng)

This function is used to define discrimination criteria for each subscriber:

in "Subscriber" function

selection displayed on first line

selection of discrimination criteria

This function is used to describe discrimination criteria for each subscriber.

4 Complementary 'Expert' funtions

4.1 Accessing the 'Expert' function

in programming function

access to "Expert" programming function

4.2 Table of business codes (Accoun)

This function is used to define the table of business codes enabling a subscriber to charge his/her calls to a business account:

in "Expert" function

create an entry

max. 16 digits

max. 16 characters

- **On 'Param1'**

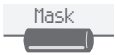
indicate whether identity required or not

indicate whether password required or not

- **On 'Param2'**

indicate discrimination category

OR



indicate number of masked digits

"'Barrng': discrimination category: none, 1 to 16, that of subscriber (SET) or that of user (GUEST).

'Barrin' : number of digits : DEF (default value : 4), all, none, 1 to 9.

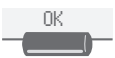
4.3 Direct numbers of extensions (PubNum)

This function is used to define the table of direct numbers (SDA) of extensions (PubNum).

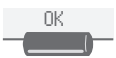
in "Expert" function

create an entry

direct n° or n° forming prefix

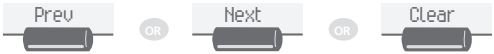


number of extensions within assigned range (max. 99)



public n° of first extension

- **Modifying an entry:**



go to previous entry

go to next entry

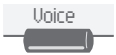
select specific entry

modify contents of entry displayed

4.4 Greeting and holding messages (MOH)

This function is used to define the greeting message and hold music parameters.

in "Expert" function



This function is used to record 8 greeting messages or holding music.

listen to the recorded / default message

record a message

erase the recorded message and replace it with the default message

To record a message :

record message

to stop

stop recording momentarily

duration of message is displayed

Hold music may be subject to author's rights and appropriate action should be taken in this respect.

MusSrc This function is used to select a music source (3 possible sources).

Stndrd OR VoicPr OR Tape

by default personal Outside

OK

4.5 DECT cordless telephones

This function is used to manage DECT telephones and to create DECT GAP extensions:

- **Adding a DECT GAP extension:**

in "Expert" function → DECT → Add

In progress
...

DECT GAP extension is created

Modify → **public network n° of DECT extension**

→ **waiting for creation from DECT GAP extension**

→ **follow instructions given on display**

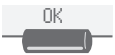
at end of creation

4.6 Changing the operator password (Passwd)

This function is used to change the operator session password:

in "Expert" function

display asks for old password



display asks for new password

enter the old password (8 alphanumerical characters)

enter the new password (8 alphanumerical characters)

display requests confirmation of new password

enter new password again to confirm

4.7 Resetting the system (RstSys)

This function is used for a hot or cold system reset:

in "Expert" function

Acold reset will restore your system default configuration (our specific configuration will be lost). The reset request must be confirmed.

4.8 voice message service

This function is used to manage the voice guides and to configure the broadcasting lists.

in "Expert" function → VMU

→ AutoAt OR AudTx OR List

OR GalMbx OR InfMsg OR Notif

AutoAt Configuration of 3 types of voice guides for the automatic switchboard (day, night, **'Good-bye'**) message.

AutoAt → Day OR Night

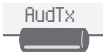
opening times voice guides

closing times voice guides

OR GdBye

'Goodbye' voice guides

You can:
- listen to the voice guide (default or personalized)
- record a personalized voice guide
- erase the personalized voice guide and replace it with the default voice guide.



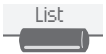
Configuration of 3 types of Audiotex (day, night, **'Good-bye'** message)

opening times Audiotex

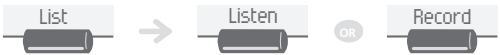
closing times Audiotex

'Goodbye' Audiotex

You can:
- listen to the voice guide (default or personalized)
- record a personalized voice guide
- erase the personalized voice guide and replace it with the default voice guide.



Personalization of broadcasting lists (max. 50)



listen to the name assigned to the list

record a list

delete a broadcasting list

edit a list

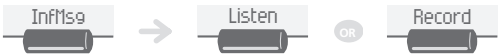
Defining the general mailbox greeting message

listen to the recorded / default message

record a message

erase the recorded message and replace it with the default message

Recording of information messages used by the PABX and the Audiotex service (opening or closing times); maximum of 50 messages.



listen to the recorded message

record a message

previous message

go to next message

Defining the message notification announcement

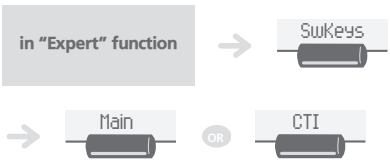
listen to recorded / default announcement

record a personalized announcement

erase the recorded announcement and replace it with the default announcement

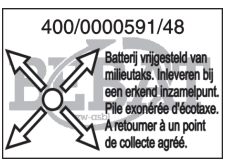
4.9 Software licence agreements

This function is used to read or modify the software licence agreements.



SwKeys — Reading the system software licence agreement.

CTI — Configuration of the CTI software licence agreement.



The CE marking indicates that this product complies with the following EC directives

- 89/336/CEE (electromagnetic compatibility)
- 73/23/CEE (low voltage)
- 1999/5/CE (R&TTE)

Pursuant to directive 1999/5/CE (R&TTE) published in the Official Journal of the European Community of April 7, 1999, these items of equipment use the DECT harmonized frequency spectrum and can be used in all the countries of the European Community, in Switzerland and Norway.
No guarantee is given concerning possible interference affecting DECT equipment, due to other authorised utilisation of the radio frequencies concerned.

3EH 21015 UCAB Ed.01